

# Management and Program Analyst

DEPARTMENT OF HOMELAND SECURITY  
Customs and Border Protection

## Open & closing dates

🕒 2018-05-09 to 2018-05-22

[? Help](#)

## Service

Competitive

## Pay scale & grade

GS 12 - 13

## Salary

\$81548.00 to \$126062.00 / per year

## Appointment type

Permanent

## Work schedule

Full-Time

## Locations

[? Help](#)

1 vacancies in the following location:

📍 **Washington, District of Columbia**

vacancies

## Relocation expenses reimbursed

No

## Telework eligible

No

[? Help](#)

## This job is open to



**Federal employees - Excepted service**

Current excepted service federal employees.



## Internal to an agency

Current federal employees of this agency.

### Clarification from the agency

For details regarding who can apply for this Job Opportunity Announcement please see the Summary section.

## Apply



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### Duties

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## Summary

### Who May Apply (Eligibilities):

Current federal employees with competitive status who work for the Department of Homeland Security (including those eligible under the Transportation Security Administration Interchange Agreement) within the local commuting area.

View [common definitions](#) of terms in this announcement.

The local commuting area is defined as the area surrounding the duty station by which people reasonably travel back and forth from home to work.

Applicants will only be considered for the Eligibilities for which they claim (and provide supporting documentation) based on the responses provided in the job questionnaire:

<https://apply.usastaffing.gov/ViewQuestionnaire/10203276>

**Organizational Location:** This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Field Operations, Operations Directorate, Business Operations Center in Washington DC.

**GS Salary:** Visit [this link](#) to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

## Learn more about this agency

### Responsibilities

Joining Customs & Border Protection will allow you to use your expertise to analyze and advise management on a wide range of program activities which will impact the total Customs Agency. Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by developing policies, conducting special studies, and providing technical assistance. This position starts at a salary of \$81,548.00 (GS-12, Step 1) to \$126,062.00 (GS-13, Step 10) with promotion potential to \$126,062.00 (GS-13, Step 10).

In this position, you will strengthen the Department's ability to perform homeland security functions by developing policies, conducting special studies, and providing technical assistance. Typical work assignments include:

- Implementing and coordinating management programs

- Developing and evaluating policies in program areas in addition to evaluating new or modified legislation that will have an impact on agency programs

- Providing oversight on new policies with managers and top-level officials

- Assisting or developing management information systems, focusing on long and short range plans, policies, or programs

### Travel Required

Occasional travel

You may be expected to travel for this position.

### Supervisory status

No

### Promotion Potential

13

### Job family (Series)

0343 Management And Program Analysis

## Requirements



## Conditions of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years (additional details below)
- You may be required to pass a background investigation and/or polygraph
- You may be required to pass initial and random drug testing

## Qualifications

**GS-12:** You qualify at the GS-12 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include conducting studies, analyzing findings and making recommendations on substantive operating programs (e.g., passenger processing); conducting detailed analyses of complex functions and work processes such as production standards, workloads, and appropriate staffing levels; developing guidance on management evaluation techniques; and developing manuals and directives covering the administrative aspects of field operations.

**GS-13:** You qualify at the GS-13 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include conducting studies, analyzing findings and making recommendations on substantive operating programs (e.g., passenger processing) that required applying a knowledge of qualitative and quantitative analytical techniques along with a knowledge of the mission, organization, and work processes of the programs and the relationships of administrative support activities; conducting detailed analyses of complex functions and work processes including the examination of production standards, workloads, nonproductive time, and deviations from standards to determine validated staffing requirements for the function studied; performing a wide variety of analytical studies and projects related to management improvement, productivity improvement, management controls, and long-range planning including developing guidance on techniques for management and methods improvement, analyzing and advising on proposed reorganizations or realignment of functions, and developing manuals and directives covering the administrative aspects of field operations.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates

directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

Meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process; and

Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 05/22/2018.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

**Background Investigation:** U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit [this link](#).

**Residency:** If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for at least three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity;  
or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, overseas church missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

**Probationary Period:** Current and former federal employees may be required to serve or complete a

probationary period.

**Agency Career Transition Assistance Program (CTAP) Eligibles:** If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found [here](#). To be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

## Education

This job does not have an education qualification requirement.

## Additional information

This position is not in the bargaining unit.

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](#) including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](#).

Please view the video ["Protecting America 24/7"](#) to learn more about CBP's Office of Field Operations.

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

## How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire based on the competencies and/or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/>

[10203276](#)**Knowledge, Skills, Abilities and Other Characteristics (KSAOs):**

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

Knowledge of analytical tools and methodology for management issues and programs

Interpersonal and administrative skills

Ability to plan, organize and direct cross-organizational teams

Effective oral and written communication

**Background checks and security clearance****Security clearance**[Not Applicable](#)**Drug test required**

No

**Required Documents**[lp](#)

**Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.

**Your responses to the job questionnaire:**<https://apply.usastaffing.gov/ViewQuestionnaire/10203276>

**Are you a current or former federal employee?** ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT THE MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34.

Additionally, applicants should also submit a SF-50 reflecting the highest grade held on a permanent basis in the competitive service or the full performance level of your current position, whichever is higher, AND a SF-50 to support having met the time-in-grade requirement of having served 52 weeks at the grade level (or equivalent) below the grade level(s) for this position. Current CBP Employees are not required to submit SF-50s, but are highly encouraged to do so, especially if you are using federal experience outside of CBP as your highest full performance level or for meeting this position's time-in-grade requirement.

**Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

**Veterans' preference points are not applicable to Merit Promotion announcements.**

**Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:

Position title

Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)

Agency

Beginning and ending dates of appointment

## Benefits



[Review our benefits](#)

## How to Apply



Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but



should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [this link](#). [Disabled veteran leave](#) will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](#) for more information regarding an Alternate Application process.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 05/22/2018.**

**It is your responsibility to verify that any information entered or uploaded is received and is accurate.** Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

## Agency contact information



### Phone

[952-857-2932](tel:952-857-2932)

### Email

[CBPhiring-applicantinquiry@cbp.dhs.gov](mailto:CBPhiring-applicantinquiry@cbp.dhs.gov)

### Address

Office of Field Operations  
CBP Hiring Center  
5600 American Boulevard  
Suite 700  
Bloomington , MN  
55437  
US

[Learn more about this agency.](#)

## Next steps

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [US AJOBS account](#). If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](#) (Declaration for Federal Employment), and to sign and certify the accuracy of all

information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

## Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](#)
- [Office of Equal Opportunity](#)

## Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- When an applicant with a disability needs an accommodation to have an equal opportunity to compete For a job;
  - When an employee with a disability needs an accommodation to perform the essential functions of the job or To gain access to the workplace; And
  - When an employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment (e.g., details, trainings, office-sponsored events).
- [Disability Employment - Reasonable Accommodations](#)

- [How to contact an agency.](#)

## **Legal and regulatory guidance**

[Financial suitability](#)

[Social security number request](#)

[Privacy Act](#)

[Signature & False statements](#)

[Selective Service](#)

[New employee probationary period](#)